

INFORMATION SERVICES SUPERVISOR*Class Definition*

Under direction, supervises staff and contractors assigned to implement and maintain City-wide integrated data systems including networks, network performance and enterprise software applications to ensure effective communications between all computer platforms, distributed networks and personal computers, and use of supported applications software.

Distinguishing Characteristics

Information Services Supervisor, reporting to an Information Services Manager, functions as the front-line planner, supervisor and advisor for all new or existing enterprise associated software, hardware or network elements within the City. Incumbents provide leadership to associated technical programmers; supervise subordinate staff responsible for data communications systems including local and wide area networks, internet and intranet systems, applications software and the provision of technical support. Information Services Supervisor has responsibility for either Network Systems or Enterprise software development. This class differs from Senior Network Systems Specialist or Programmer/Analyst IV in that incumbents of the latter may provide lead direction and may be assigned to more complex projects, but do not possess supervisory responsibilities.

Typical Tasks

(This list is neither inclusive nor exclusive. Consequently, this information may not reflect Essential Functions for this class.)

Supervises and monitors day-to-day activities of network or software applications systems and assigned staff.

Participates in the selection, training and evaluation of staff.

Plans, organizes and tracks system changes and upgrades.

Plans and organizes all activities associated with major or minor PeopleSoft component upgrades, including coordination of consulting services.

Provides training and technical support to field users.

Provides insight and analysis of long- and short-term planning in relation to any information technology processes.

Assists in planning and organizing technical and functional requirements associated with major or minor software or network releases or impacting changes.

Provides input toward prioritizing tasks, goals and objectives for all information technology related issues.

Recommends and assists in establishing effective policy relating to concepts, business processes flow, component interfaces and resource usage.

Monitors key tasks currently under development and oversees to completion.

Identifies new developments in all enterprise associated programs, policies and procedures.

Anticipates future resource requirements; schedules and assists with resource implementation.

Develops and implements network and systems operating standards, procedures and reporting guidelines.

Reviews interdepartmental cost allocations; prepares status reports, correspondence and memoranda.

Meets with user departments; provides guidance in analyzing operating systems to determine network or software development requirements; prepares reports of analyses.

Recommends and reviews recommendations of appropriate hardware, software and network configurations for the most efficient use of equipment.

Performs other duties as assigned.

Knowledge, Abilities, and Skills

Extensive knowledge of computer network systems, network alternatives and their uses.

Extensive knowledge of local area networks, wide area networks, Internet and Intranets.

Knowledge of effective supervisory techniques.

Ability to plan and implement operational policies and procedures.

Ability to schedule, plan and direct the work of others.

Ability to analyze data communications, networks, technical support, hardware and software problems and determine feasible solutions.

Ability to analyze functional requirements and specifications for computer hardware and software.

Ability to establish and maintain effective working relationships with co-workers and representatives of user departments.

Ability to communicate effectively, both orally and in writing.

Minimum Qualifications

Graduation from an accredited college or university with a Bachelor*s Degree in business administration, public administration, computer science, or related field; and two years of proven leadership and supervisory experience in computer systems technology involving the maintenance and operation of complex computer systems

hardware and software; and one year of proven experience working with enterprise software/hardware.
Additional

qualifying experience may be substituted for the required education on a year-for-year basis.

Special Requirement

Possession of a valid California Drivers License may be required.

APPROVED: _____
Director

DATE: _____